

**ABSTRACT OF THE DISCLOSURE****EXPERT HOLD QUEUE MANAGEMENT**

5       A method, system, and program for expert hold queue  
management are provided. A call is received at a call  
center. The call is placed on hold in a hold queue until a  
representative of the call center is available to answer the  
call. While on hold in the hold queue, the call is  
10       transferred to an expert. In particular, the call may be  
transferred to a second hold queue within the first hold  
queue if the expert is not immediately available. Experts  
may include freelance experts, query based experts, and  
emergency response experts. Then, responsive to detecting  
15       the call at the top of the call queue, the caller is  
notified of an availability of a representative. The caller  
may select to remain with the expert or transfer to the  
representative.

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